

Policy on Support and Backup of Activities or Assignments

At LATAM Global School, ensuring the integrity and accessibility of students' coursework is a priority. Our LMS performs daily backups automatically of all activities and assignments submitted by students. This process is critical for preserving the hard work and progress of our students throughout their courses.

Student Responsibility for Backups

- **Personal Backups:** Despite the backup protocols employed by our LMS, students have the responsibility to maintain their own backups of all submitted work. This includes assignments, videos, essays, and any other assessments completed during a course.
- **Storage Recommendations:** Students should save their work on personal computers or cloud storage services, such as Google Drive, to ensure they have a personal copy of all submissions. This practice not only provides an additional layer of security but also ensures that students have access to their work for review and study purposes outside the LMS environment.

In cases where the student has not backed up their work and it cannot be retrieved from the LMS repository, the school will not be held accountable. The student will then be required to redo and resubmit all assignments necessary to pass the course.

Procedure for Non-Registered Assignments in the LMS

In the unlikely scenario where a student's assignment does not appear as submitted in the Learning Management System (LMS), the following steps outline the procedure to address this issue:

- **Initial Notification:** The student is required to promptly notify their Student Service Representative (SSR) upon noticing an assignment is missing. To support their claim effectively, the student should supply screenshots of emails from the teacher, or notifications displayed on the LMS, containing relevant feedback for the assignment in question. This documentation serves as proof of both the assignment's completion and its submission. Providing comprehensive details is essential for the student to facilitate a precise identification of the issue at hand.
- **Communication with Academic Department:** The SSR, upon receiving notification from the student, will then alert the Academic Department about the failed submission. This step initiates the process of resolving the issue.

- **Technical Investigation:** The Academic Department will forward the case to the Tech Department for a thorough investigation. The Tech Department will check the LMS repository to verify whether the assignment was successfully uploaded and saved.

Resolution:

- **If Found on the Repository:** Should the assignment be located on the repository, the Tech Department will ensure that the student's course progress is updated to reflect the completed work automatically.
- **If Not Found on the Repository:** In the event that the assignment is not found on the repository, the student will be required to resubmit their work to the course.